



# DEPARTMENT OF PUBLIC SOCIAL SERVICES

## WELFARE FRAUD PREVENTION & INVESTIGATIONS SECTION

Number

04-26

Date

10/19/04

### ADMINISTRATIVE MEMORANDUM

**SUBJECT: PROCEDURES - MAPPER MONTHLY PRODUCTION REPORT**

**REFERENCE: Administrative Memorandum 03-26, Dated 11-03-03, WFP&I Unit Clerk Procedures**

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#### SPECIAL ATTENTION:

- ☒ Supervising Welfare Fraud Investigator
- ☒ Welfare Fraud Investigator
- ☒ Unit Clerk

#### **I PURPOSE/BACKGROUND**

This Administrative Memorandum provides revised procedures for completing the WFP&I Monthly Production Report. MAPPER will now complete the final Monthly Production Report. This report was previously completed by the Welfare Fraud Investigator (WFI) and submitted to the Supervising Welfare Fraud Investigator (SWFI) who was responsible for compiling the data into the Monthly Report for the unit.

#### **II POLICY**

The unit clerk (UC) shall continue to process and enter all of the completed investigations for the month into the MAPPER system by the close of business on the third (3<sup>rd</sup>) working day before the end of the month, per existing procedures. **The MAPPER system will update overnight.**

The UC shall print the new MAPPER monthly production report on the morning of the second (2<sup>nd</sup>) working day before the end of the month. An individual report shall be printed and forwarded to each WFI assigned to the unit.

The WFI shall review and reconcile the report for accuracy. Any discrepancies must be resolved and corrections input to MAPPER within 2 working days. Both the WFI and the UC shall sign and date the reconciled report.

On the first (1<sup>st</sup>) working day of the new month, the SWFI shall print the MAPPER Monthly Production Report for the entire unit. After review, the SWFI shall forward the report to the Deputy along with the other Monthly Management Reports.

### III PROCEDURES

#### A. Unit Clerk (UC)

1. The UC shall continue to process and enter data for all completed investigations for the month for each WFI in the unit into the MAPPER system by the close of business on the third (3<sup>rd</sup>) working day before the end of the month (cut off), per existing procedures.
2. On the morning of the second (2<sup>nd</sup>) working day before the end of the month, the UC shall access the Investigators Monthly Production Report on the MAPPER, FACTS MASTER MENU to print an individual report for each WFI assigned to the unit as follows:
  - a. From the Production Report Menu, select the Monthly Production Report screen.
  - b. Enter the corresponding two (2) digits for the Report Month and two (2) digits for the Year.
  - c. Enter the WFI's two (2) digit file number on the Investigators WFP&I Monthly Production Report and hit enter.

The screen displayed will be screen number one and will display all investigations closed in the report month for that WFI file number.

- 1) In the center of the screen will be a small window displaying "**Station Number**" and "**transmit to print**".
- d. Change the "Station Number". The "Station Number" must be changed in order to print the report. (See section III E, "Printing MAPPER Monthly Production Reports" below.) The correct "Station Number" will be found on screen number two.
3. Distribute a copy of the individual report to each WFI assigned to the unit.
4. Discuss any discrepancies with WFI.
  - a. Input any changes/corrections into the MAPPER system.

**NOTE:** All corrections/changes/additions must be input to MAPPER within two (2) working days. (Close of business on last working day of the month.)
  - b. Print a revised copy of MAPPER Monthly Production Report for the WFI's signature if necessary.
5. Receive copy of signed and dated MAPPER Production Report from all WFIs assigned to the unit.

### **III     PROCEDURES (Continued)**

#### **A.     Unit Clerk (Continued)**

6.     Sign and date each report indicating MAPPER report agrees with UC records for the unit.
7.     Forward signed reports to the SWFI.

#### **B.     Welfare Fraud Investigator (WFI)**

1.     Receive copy of MAPPER Monthly Production Report from UC.
2.     Review and reconcile the report with WFI's own records.
3.     Discuss any discrepancies with UC. (i.e. WFI records show closed investigation(s) not listed on the MAPPER report.)
4.     Refer any unresolved discrepancies to the SWFI.
5.     Receive updated copy of MAPPER Monthly Production Report after all corrections have been made (Final Report).
6.     Sign and date the final report indicating agreement with the report.
7.     Photocopy signed report and retain copy for WFI's records.
8.     Return original signed report to the UC.

#### **C.     Supervising Welfare Fraud Investigator (SWFI)**

1.     Receive signed copies of MAPPER Monthly Production Report from UC for all WFIs assigned to the unit.
2.     Resolve any discrepancies in report with UC and WFI.
3.     Print Supervisors WFP&I Monthly Production Report on the first (1<sup>st</sup>) workday of new month as follows:
  - a.     From the FACTS MASTER MENU, select the Monthly Production Report screen.
  - b.     Enter the corresponding two (2) digits for the report Month and two (2) digits for the Year.
  - c.     Using the tab key, move the cursor to the Unit number.
  - d.     Enter the Unit's two (2) digit file number proceeded by the letter "F" (example: F01) and hit enter.

### **III    PROCEDURES (Continued)**

#### **C.    Supervising Welfare Fraud Investigator (Continued)**

- e.    The screen will display all investigations closed in the unit for the report month.
  - 1)    A “**station number**” will be displayed stating transmit to print.
  - 2)    Change Station Number to print the report. (See section III E, “Printing MAPPER Monthly Production Reports” below.)
- 4.    Forward report to the Deputy along with other Monthly Management Reports.

#### **D.    Deputy**

- 1.    Log onto MAPPER to review and print the MAPPER Field Monthly Production Report as follows:
  - a.    From the Production Report Menu, select the Monthly Production Report screen.
  - b.    Enter the corresponding two (2) digits for the report Month and two (2) digits for the Year.
  - c.    Using the tab key, move the cursor to the field for the Deputy number.
  - d.    Enter the Deputy’s two (2) digit file number, as follows:
    - 1)    Hector Gomez        04
    - 2)    Onie Haynes        06
    - 3)    Cheryle Henkle      07
  - e.    The screen will display all investigations closed in the Deputy’s section for the report month.
    - 1)    A “**station number**” will be displayed stating transmit to print.
    - 2)    Change the “station number” to print the report. (See section III E, “Printing MAPPER Monthly Production Reports” below.)

#### **E.    Printing MAPPER Monthly Production Reports**

MAPPER Monthly Production Reports are accessed using Qterm software. Qterm allows the user to view and use two or more screens concurrently.

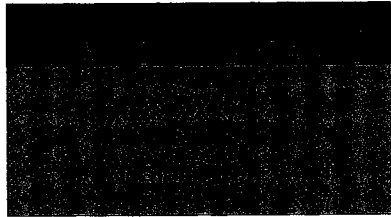
In order to view and/or print the reports, staff must first access the Monthly Production Report screen on MAPPER (Attachment 1).

### III. PROCEDURES (Continued)

#### E. Printing MAPPER Monthly Production Reports (continued)

The following screens must be available in order to print: "WFP&I Monthly Production Report" (Attachment 2) and the Print Screen which is used to print the report (Attachment 3).

In the center of WFP&I Monthly Production Report screen will be a small window displaying "**Station Number**" and "**transmit to print**" in red and blue.



The center of the Print Screen should look similar to the following:

```
* * * * * LOS ANGELES COUNTY * * * * *
*   SYSTEM A -      IX6800      *
* UNIT : 42531  USER :      <IDLE> *
* DOWN AT 04 : 00 : 00 ON 06 OCT 04 *
***** LEVEL 43 R1B - 004 *****
```

The number after the word **Unit** is the station number. The "Station Number" is a number randomly assigned by the system to identify the particular screen you have displayed.

After the word "User" the screen must say <IDLE> in order for the print command to function.


1. To print the production reports, the print screen must be set in the Direct Mode. The Direct Mode is set as follows:
  - a. Go to the Print Screen (Attachment 3).
  - b. Click on the "Settings" tab on the top of the print screen.
  - c. Select "Terminals" and click. Another window will open entitled "Settings":
  - d. Select the "Printer" tab on the new window that appears.
  - e. Click on the "Printing Mode" drop down arrow.
  - f. Select "Direct Mode".
  - g. Click on the "Apply" Tab on bottom of screen.
  - h. Click "OK".

### III. PROCEDURES (Continued)

#### E. Printing MAPPER Monthly Production Reports (continued)

2. Switch to the screen where the report is displayed.
3. Change the Station Number and hit enter to begin printing.

Questions regarding this Administrative Memorandum should be directed to the Automation Unit by the SWFI.



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Luther Evans, Director  
Welfare Fraud Prevention & Investigations Section

LE:MH:JR:jr

## MONTHLY PRODUCTION REPORT

PROD

EXIT

MASTER MENU

ENTER REPORT MONTH (       )  
                                 mmyy

- |   |             | XMIT    |
|---|-------------|---------|
| 1. INVESTIGATORS WFP&I MONTHLY PRODUCTION REPORT: | FILE NO.>   | [     ] |
| 2. SUPERVISORS WFP&I MONTHLY PRODUCTION REPORT:   | UNIT NO.>   | [     ] |
| 3. FIELD PRODUCTION SUMMARY REPORT:               | DEPUTY NO.> | [     ] |

## ATTACHMENT II

Please make sure the printer is ready

.EJECT OCT 04 12:02:15 REPORT GENERATION FACTSVALL

&amp;llo (8U (s0p10.00h12.0v0s0b3T

DATE: 10/14/2004

RUN

## WFP&amp;I MONTHLY PRODUCTION REPORT

WFI

: OFELIA [REDACTED]

FILE #: [REDACTED]

UNIT #: F [REDACTED]

CASE NAME	CASE NO	DATE RECEIVED	AL	DC	P	N	DISPOSED	O/P	O/I
			CD	CD	+	-	DATE	AMOUNT	AMOUNT
[REDACTED] ALICIA	0						09/16/04		
[REDACTED], PATRICIA	0						09/02/04		
[REDACTED], JODI	1						09/22/04		
[REDACTED], RITA	0						09/20/04		
[REDACTED], NORA	0						09/21/04	0	2462
[REDACTED], RAQUEL	08/12/03	C0	D1		N		09/20/04		
[REDACTED] MIRIAM	10/25/02	B2	E1		N		09/16/04		
[REDACTED], FREDDIE	10/03/02	A3	D1		N		09/20/04		
[REDACTED], LORRAINE	02/20/03	A3	D1		N		09/16/04		
[REDACTED] ENEDELIA	04/16/02	A3	A1	P			09/21/04	0	3492
[REDACTED], ARLENE	08/30/00	A3	D1		N		09/13/04		
[REDACTED] GUADALUPE	03/03/04	A3	A1	P			09/21/04	0	1922
1 View	2	3	4	5	6	7Return	8	9	10



# ATTACHMENT III

```
*****  LOS ANGELES COUNTY  *****
*          SYSTEM A -      IX6800          *
* UNIT:42531  USER:          <IDLE>      *
* DOWN  AT 04:00:00 ON 15 OCT 04  *
*****  LEVEL 43R1B-004  *****
```